

Initial Installation for MAC - Citrix Remote Access



Citrix Remote Access provides secure access to the firm's computer resources using a web browser and any available computer. Key benefits include the speed and responsiveness of applications, ease-of-use and security. It does not require your work P.C. to be powered on, monitor configurations are less challenging and both Mac and Windows operating systems are supported using most web browsers.

This solution provides access to the majority of firm-standard applications, including Microsoft Office, FileSite, Aderant and Big Square. It does not currently provide access to the Client Matter Memo or other custom and office-specific applications such as Propel, Close-It, Lawgic or DoubleTime. These applications may be included during a later release, if possible.

Citrix Remote Access is not currently supported from mobile devices, such as the iPad, iPhone or Android tablets and phones, and the ability to locally save documents is prohibited by firm policy. For security reasons, **after two hours of inactivity the application will close automatically.**

These instructions will guide you through the process of installing the Citrix Receiver on your Mac computer. You install the Citrix Receiver only once per computer.

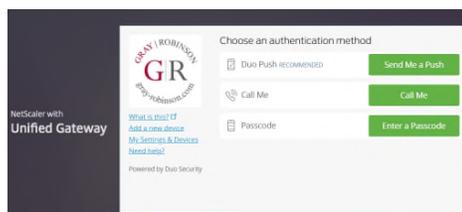
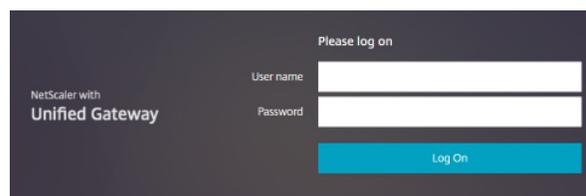
***** Please Note: Your Mac computer must be using at least OS X 10.10 (Yosemite) to install the receiver. *****

1. Open a browser and go to <https://citrix.gray-robinson.com>

OR

Go to www.gray-robinson.com and scroll to the bottom of the page. Click on G|R Extranet. Click the first button on Extranet page, **GrayRobinson Citrix Remote Access.**

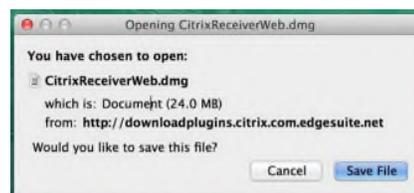
- Type your user name in the **User name** field.
- Type your network password in the **Password** field.
- Click **Log On.**
- Choose the **Duo** authentication method (Send Me a Push, Call Me or Enter a Passcode) to login.



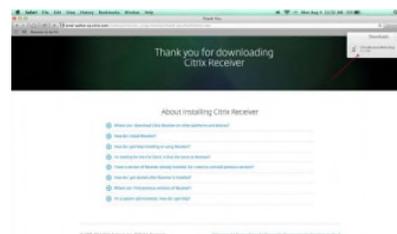
2. Depending upon what browser you use, you may see one of these notices:

From FireFox:

Click **Save File**



From Safari:

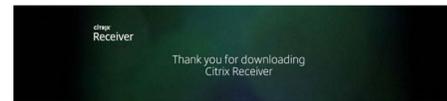


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From Chrome:

3. Access the Downloads folder on your Mac. Find and select the **CitrixReceiverWeb.dmg** file. When prompted, click **Install Citrix Receiver**.
4. Follow the instructions provided by the Receiver Installer.
5. Click **Agree** to accept the terms of the license agreement.
6. Type your computer user name and password, then click **Install Software** to finish the installation process.



7. When the Citrix application page opens, select the appropriate icon or category (for example: Office 2016 to access Outlook, Word, etc.), or click **All** to see all programs available on Citrix.

